

- I feel that the services provided by the Clark Park coalition at the Clark Park Recreation Center are excellent. However, the programs and staff at other City Recreation Centers are in need of improvement.
- I am sixty-four years old and I do not go to the parks or ride the buses. I feel very safe in my neighborhood during the day and most of the time at night. We need brighter and more streetlights and hope we can get them.
- On September 30, 2001, I needed the police because of a fight and it took forty minutes for them to arrive. I called the 311 number and no one answered. I called three times and still no one answered. Why is it that you never see the police on Belle Isle unless it is a disturbance. Why don't they walk the park and hand out trash bags. You talk about tree trimming, the only tree trimming I've seen is the garbage trucks trimming the trees.
- The workers at the Kemeny Recreation Center at 2260 Fort Street bring their children to work with them, and the person in charge does nothing about people cussing. Many times, as many as four groups of young men and women, often with fifteen in each group will block the street or sidewalk, giving you nowhere to drive or walk.
- I'm originally from another city, and I don't understand what's the problem. When I first came here the neighborhoods were nice. Now the houses are all run down, trash is everywhere, there are many abandoned buildings, and the grass is not cut. The landlords and tenants should be ticketed if their dwelling is not painted, they have trash in their yards, or their grass is not cut. Streetlights don't work properly or the light bulbs are too dim. The side streets and ramps to the freeways are horrible. How do you fix a freeway, and not the ramps? You guys need to do a better job, and then you'll see the improvement and people would stay in Detroit.
- Stump removal service is very bad. Tree roots from a tree stump are pushing up the sidewalk over which I have to drive out of my driveway. It is still there three years after the tree was cut down. I think it should have been completed by this time. It is ridiculous, that stump removal does not immediately follow cutting down of trees.
- Most city employees work very slow and they don't seem interested in doing more with less. All of the photocopied jokes about bad service are evidence all over city hall. The condition of the city parks is shameful, and every abandoned house should be restored as a matter of principle, to convince everyone that each person and each house and each neighborhood is of value. Tearing them down is an easy way out. Every abandoned house and each and every torn down house give a message of no hope and no future part of god's world.
Also, many city employees bring city vehicles home, leave them running in the street as they take long breaks at home.
- Our streets do not look clean, our alleys are not clean, and we don't have heavy equipment to begin to clean the alleys. Our neighborhood has animals such as possums and ground hogs roaming in our yards. The DOT buses are always late which results in my children being late for school two to three times a week. We also have a dull streetlight on our block. 911 service is very poor, police response is poor, detective work is unsatisfactory. Our police headquarters needs updating with computers and finger print matching machines, and we need new schools and recreation centers like they have in the suburbs.

- The safety factor for residents of Detroit could be improved upon. I don't like walking alone on streets in Detroit in either the daytime or at nighttime. One must be careful and watchful of both people and unattended dogs. Improvement has been noted in the cleaning and removing of debris from vacant lots. Improvement is needed in police responding to crime. I frequently drive by Belle Isle and from a distance, it appears to be kept up. However, I have not set foot there for a long time. I seldom visit a recreation center, therefore, I cannot offer any comments. The services of the Department of Transportation in Detroit needs considerable improvement as last year I waited one and a half hours for a bus in the wintertime. I refrain from taking DOT buses on Sundays due to the poor service. It is a good thing that senior citizens can ride DOT buses free. Overall, the quality of the various services rendered by the city of Detroit is good.
- I believe more recreation centers are needed and more money should be allocated to them. Also, social workers should be a little more helpful to families. Police are not there unless there's a shooting, in which case it's too late. Police assistance, in my opinion is of no help.
- Trees need trimming, as it is very dark at night. The sewers need cleaning as water stands in the streets after it rains. Also, the streets need resurfacing and sidewalks need work done on them from damage from tree roots.
- It is a shame that I am not aware of any community programs. I love Detroit, I can only hope and pray that our community will get better.
- We need to have free parking meters downtown. Please believe me, people will come and spend money, try it at least. Will you make the neighborhoods pretty like they are in other cities? Detroit is very depressing because it's dirty and unkempt. Please do something about it. Why is it that nobody keeps up vacant lots like ones on Ardmore and Fenkell Streets? Why don't you give out tickets to people who have not done repairs on their house? Why don't you do something about people who are a nuisance to the neighborhood? Why are there no after school programs that people know about? Why is there not one basketball hoop in the neighborhood? Why don't you shovel the side streets in wintertime? Why don't we have street vendors selling specialty items downtown? This is a great idea and good for suburbanites to spend money downtown. Why don't you have free parking downtown? People would shop more if parking was free.
- Patton Park is the closest park to our home, and it is filled with broken glass. There are people sitting around drinking and getting high, no place for kids. The traffic signal light on Gartner and Springwells Streets has been missing a green light for three weeks.
- City services have greatly improved, but too many streets are still unsafe, especially at night. I doubt if I ever again will I feel comfortable sitting on my front porch or taking a stroll after the sun goes down. Also, some other waterfront facilities should be made available for young people so that they do not take over our lovely Belle Isle. I know they must have somewhere to go. Young police officers should have more training. It's scary out there on the streets.
- My tax dollars should help with the parks, police and in maintaining neighborhoods.

- I don't know how the services are on Belle Isle because on my last visit they were terrible, so I decided not to go back. I also feel that a reasonable charge should be implemented to get onto Belle Isle. I don't visit my local parks, as they're usually dirty or full with the neighborhood drunks and street dealers. We can do better as a whole. This survey is a step in the right direction.
- Cleanliness of the streets is a real problem. I was in Cleveland a couple of weeks ago, and I was amazed at how clean their streets are compared to ours. Also, the parks need equipment upgrades and more frequent maintenance, and we need more police on patrol and less on special task forces. I've seen some improvement, but we still have a long ways to go. Thank you.
- Detroit could be a thriving and productive city if resources were utilized effectively. When I travel the city streets, I see dilapidated neighborhoods, dirty streets and unkempt public facilities, poorly run recreation centers with what appears to be the bare minimum of staff and activities. I rarely frequent these places and I certainly do not send my children to any of them. If my spouse were not a City employee, we would not be residing in the City of Detroit.
- I wish that you would level off the ground at Alter Road and the Detroit River for the recreational fisherman. It is such a shame that right next to that area is a beautiful park in Grosse Pointe, and we have to fish in a dump on the Detroit side. Also, with all the past, recent, and planned river front development, finding a place for the common man or woman to relax and fish is becoming harder to find.
- Bulk pick up should be more often than once a month. Drivers of bulk trucks should be instructed to keep off sidewalks and the center medium as they are breaking up the concrete. Grass in the center medium is not being cut unless homeowners cut it. Our calls to have this service done go unheeded.
- Years ago, our streets were cleaned at least once a month. Now we pay more taxes and get less service. The streetlights should be on every night to prevent vandalism. When people are evicted, the landlord should put items out only during the bulk pickup week in that area. The City should provide quality employment for our college students. More money should be invested in the restrooms at Rouge Park. It is one of our oldest parks. Trees should be trimmed more often. More assistance should be given to our seniors with their housing needs.
- I would like to see more concern given to vacant buildings on Six and Seven Mile Roads. Storeowners should be given tickets when their sidewalks are not cleaned because of trash or snow. Classes should be given to educate homeowners on how to paint, plant flowers, and take care of their yards and homes. If you drive down west Outer Drive between Greenfield and Southfield, it looks like a war zone. Did you ever consider putting horse and buggy rides on Belle Isle? It could be for-profit, and I would enjoy it. What about people who do not take care of their alleys? These issues need to be addressed.
- Things that I would like to see improved to make Detroit a better place to live in is to remove the drug dealers that openly and blatantly sell drugs in the neighborhood. Also, better snow removal, tree stump removal, fines for littering streets, and too many parking meters. This is the only city I know where you have to pay to park everywhere, including hospitals.

- There are no parks close to my home, but there are lots of alcoholics and drug addicts. There is also lots of broken glass in the streets, the parks rarely have swings, there is no basketball court or baseball fields for young children, no running tracks, or bike riding trails.
- I filled this survey out as best that I could. There are a lot of things not included in this survey which should be addressed. First of all, my family has lived here for fifteen years and before this my husband was born and raised just two blocks from our house. I have never seen such lousy sanitation service in my life. Either our block gets missed completely or my neighbor gets his can picked up, and I don't, or vice versa. When this happens, I chase the truck down and explain this to the driver, who then gets very upset and sometimes uses vulgar language. Many times we go out and watch as the driver's drop the can from midair, instead of setting the cans down as they are supposed to. Do you ever wonder why so many cans have to be replaced? Please check out the men doing the work. Also, they are always in such a hurry to get their work done so that they can sit at Balduck Park for most of the day drinking and whatever. Yes, the television report was right, I have seen it with my own eyes, so forget the line about them being on lunch, I wish I had a five to six hours for lunch. As for streetlighting, we are lucky if after six months of reporting a streetlight to get it replaced or repaired. Forget about submitting a signed request by the entire neighborhood for more streetlighting or a traffic light, we're totally wasting our time. More streetlights should be put in the middle of all blocks, and more people should turn their porch lights on at night as doing so would detour crime immensely. Chandler Park Drive and Canyon would be a terrific place for a traffic light, especially during the summer with all the softball games that go on at Balduck. As for the neighborhood, talk about a neighborhood that is totally destructing itself. When a house goes up for sale we all cringe. God help us as to who is going to move in, it's probably someone that thinks they can move in like we never lived here before and act like they own the neighborhood. It's turning in to a ghetto with each passing day. I hope whoever reads this really cares.
- We have been told that we have the best streetlights that the City of Detroit operates, and for that we are thankful. But recently, we had to beg for a streetlight to be repaired in the 800 block of Chalmers. We first called in late April 2001, and it was repaired on October 24, 2001. Think of a neighbor who cuts his or her grass just two times a year, and you cut and edge your grass every week. The city cuts two times a year, and that maybe ok in the country, but not in the city. This is especially true if you're talking about being a world class city. You have good police officers in the Fifth precinct who work good with the community, but are put on shifts that don't allow them to operate at their best potential. Belle Isle is great, let's charge an entrance fee. The city has many great parks that deserve the same service as Belle Isle. Let's clean the major streets and fire routes when it snows, but side streets should be cleaned at the resident's expense. How about a rate of \$25.00 per house per season? In general, all cities that have turned themselves around have made their first priority cleaning their streets and making them safe. Make it clean and safe, and they will come.
- We need trees on my street as all the trees have been cut down. I have complained to City Hall for three years. I am tired of paying city taxes when the neighborhood young men sell drugs on the corners. The police look, and then keep going. Stolen cars are left on the side of my house sometimes for days after calling the police. Speeding cars run stop signs day after day. Broken bottles, trash thrown on my lawn, people have little respect. Get the people of Detroit to learn to keep the streets clean and to have their dogs stay on their own property.

- Cannon Recreation Center needs a new ceiling as the tiles are falling off. We need more police officers in the morning watching the neighborhood and the children.
- Tree trimming on Hazelwood in the block between Twelfth and Fourteenth Streets is very bad. I lived there years ago when the trees were planted. Now they are old and tall trees, and they have never been trimmed. What a shame. It makes the neighborhood look very bad. I pay my taxes and I would like to see better service in the future.
- The parks, other than Belle Isle, once the gem of the city, are a disgrace. We live adjacent to Rouge Park, and with the exception of the golf course and driving range, the park is a joke. Nothing is operational, the rest rooms, water fountains, etc. The park is trashed every non-winter weekend. There is no plan to improve this situation. If you need a plan to improve this park, call me. I'll draw up something that we will be proud of and will provide revenue to this City. We need to get to a population of over one million and to eliminate the income tax.
- I work for the Detroit Water & Sewerage Department. The traffic lights in my neighborhood are good, but two of them on Jefferson Avenue near the wastewater plant were "ajar" for a time. It was hard to tell in which direction which lane had to stop or which one could go. I made many calls on this problem and I hope they're fixed now. I haven't had to deal with the Detroit police in any capacity, and this could be a good thing, meaning I haven't had any break-ins, theft, vandalism, etc. Also, I'm satisfied with the security at the wastewater plant. I haven't been to any City parks lately. My experience with them is they tend to have more trash than the Metroparks. I use the city bus system as a backup if my car isn't working. I've had problems in that SMART and DOT buses don't necessarily pick me up at an opposite-system bus signs. My experience in riding the bus system is convenient as it can be.
- If you take a ride around the Gratiot, east Grand Boulevard and Forest area you can get some idea as to how the City maintains this part of the city. As far as the neighborhood park is concerned, there are trees and bushes growing there that homeless and bums sleep under. Also, the grass is cut every once in a while and when it is cut they leave the dead cut grass there. There is also litter everywhere.
- I know people that ride the bus and their complaints are still the same problems. We need more recreation centers. Have you ever heard of "adopt a freeway"?
- With the money generated through the casinos, lottery, and taxes, etc., Detroit should be cleaner, safer and more prosperous. Senior citizens should not have to live in fear. Women and children should be able to go about their business without looking over their shoulders. Playgrounds should be reestablished in the neighborhoods and police presence would be appreciated on our streets.
- DOT bus service needs improvement. The buses are running too slow after 12:00 noon and between 2:00 p.m. until 10:00 p.m. Vacant lots need to be cut more often and trees need to be trimmed or cut down. There is a tree across the street from me that needs to be cut down because it is falling. A lot of vacant houses need to be torn down or boarded up so they are not a danger to school kids. Also, a lot of side streets need repair because there are potholes. I cannot do any volunteer work at this time, as I have a handicapped child to take care of.

- Detroit looks like the pits of hell. The streetlights don't work consistently, neither does the community at large. The neighborhoods are eyesores. There are abandoned buildings throughout metro Detroit. The streets have millions of potholes. Belle Isle is a horror flick after 8:00 p.m. The police department is so busy flirting. Detroit is an embarrassment.
- The trees by the curb need to be trimmed. The City planted them so they should take care of them. Also, yield signs need to be taken down on side streets and replaced with stop signs. They used to vacuum the drains in the street. They no longer do it. That's why we keep having problems when it rains.
- I live alone in Detroit and it's terrible at night with the carrying on in the street. If I could leave here, I would as fast as I could. I had Detroit Sewer Department men here twice this year and they cleaned the storm drain and the sewer in the alley. They were nice men and were very cooperative. I also had to have a tree removed from the power lines in my alley. When I called, they came out right away and were also very nice.
- What is the City of Detroit showing our children? Where are the recreation centers? Why are there so many unclean vacant lots? Why is there no affordable single family housing besides upscale projects and condos (\$80,000 yes, \$150,000 no, \$300,000 yes). Why not give our children a good quality education in new or decent up-to-date schools? Why not help the kids trying to go college? Why is everything a tangled mess of red tape? Answer: Nothing, no hope, and uneducated kids. Please change for the sake of our kids.
- You want people to be willing to volunteer to do the job of Police, Recreation, and DPW, why can't we all do our part. What do the tax dollars do? You can sit on my front porch all day and not see a patrol car go by. Working five to six days a week I can't get to the recreation center, Police Station, or Fire Station to inquiry about programs and I haven't received any info via mail or flyer to my home. I have heard of other people in the city benefiting by programs and grants but you have to be in the click or something. I live next door to an abandoned house whose doors are open and the garage has fallen on my fence. There are two others on my block and they have been there over three years.
- The alley on West Grand Bouvelard between Trumbull and Lincoln Streets is full of potholes. The drains are plugged and they are full of water. The trees need cutting, it's a jungle. Nobody does anything about it.
- To whom this may concern! The trees have not been trimmed in years. Garbage cans are left in the street from one pickup date to the next. Rats are taking over and mice are coming into the houses all year long. Dope dealers are taking over houses as soon as people move out or them. Storeowners do not clean around their properties. You name it, we got it. A resident in zip code 48204. Don't mention the water.
- It would be nice to see some programs for kids aged twelve to eighteen years of age so they won't get into trouble. It seems like these kids have been forgotten.
- I am not pleased with City services. It took three years for you to cut down a diseased tree in my yard, and then you only cut one of them. The streets aren't clean. There are two or three houses in my neighborhood that need work on their upkeep, such as cutting the grass and tree trimming.

- I don't know about Belle Isle as I have a large backyard. I leave the island for the people that live in small quarters. I have to call to get the grass cut in the lots in my neighborhood, and tree trimming only occurs if there is a windstorm. I ride the bus once or twice a year. I can't comment on that. I don't walk in the parks, but I can take care of myself. I have always tried to help the police by reporting every crime I see in progress. I'm too old to volunteer.
- There are no recreation centers in my neighborhood. I am paying tax dollars for City services along with the housing care at correctional facilities. Let them clean the parks and the vacant lots. The buses should be monitored regularly by security and the buses should have direct distress communication with the police and fire departments. They should also have some sort of emergency siren and/or flashing lights to warn authorities in case of danger or trouble.
- Recreation Department services have improved in my neighborhood as the grass in the parks is cut on a regular basis, trees are trimmed, and trash is removed on a regular basis. However, services of the Public Lighting Department in the parks is a disaster. Streetlights have rusted at the base, and the pole is laying on the ground with an orange cone next to it for the past eight years. From time to time someone from the department will come out and move the cone, making it look like the lights are going to be repaired. When I ask them when they will be repaired, they reply that they do not have the parts to make the repairs. Some affair for a world-class city.
- I have lived in the City of Detroit for seventy-one years and I love Mexican Town. I have always been active. I still help in a Head Start program and help with children in programs at Clark Park. Please, together we can make the City of Detroit just as beautiful as it was once. I love it. Thank You. P.S. I only wish I could do more.
- What is going on in the Water and Public Lighting Department s? They are understaffed and their wages are not competitive with the private sector, training is almost nil, and the use of private contractors is overwhelming. How many millions of dollars has been spent on private contractors? The Public Lighting Department is working with drawings that are still on linen, and changes have to be inked in. The Water Department needs youth on the crews that repair the leaks. The trolleys should have been left in for public transportation, but I guess General Motors (GM) had enough pull to have them removed. I understand trolley number one is still doing well in Mexico. The people mover is fun, but an overhead monorail would do more for moving people. This would be easy to construct and efficient to run. However, all things take time and that is if GM will let you. Why can't the DOT bus system be as efficient as SEMTA? How many tree trimmers do we have? I think it is only two. City employees get a pay decrease every time parking goes up. Snow removal is a joke. I understand though – it's business as usual in a world-class city.
- Please help us. We would like our trees trimmed on west Philadelphia Street. We have been calling.
- How in the world can we be paying more City taxes than anyone, and you are still looking for free help to do stuff?

- City services need to be modernized. Workers are slow to respond when they do decide to respond. Some city workers lack professionalism and tact in dealing with the public. I would like to see streets cleaned regularly, trees pruned, and abandoned buildings torn down or sold to someone who will rehab them within ninety days of purchase. Would like to see stricter enforcement on slum landlords who along with slum tenants help to destroy communities.
- Our trees haven't been trimmed since Coleman Young was in office. Our side streets are never cleared of snow.
- We have a vacant lot in the 1900 block of Lathrop Street that really needs some work done on it. It has been neglected for many years. It is nothing but woods with trees as tall as the houses. It is really dangerous. Please help us get it cleaned up. Thank you.
- The city services have dropped so unbelievably low, that I am sorry I voted for Mayor Archer. He has shown no concern for the many seniors who have stayed with the City. Certain members of City Council are even more disappointing. Their reply is always "call my office and leave your name, phone number and a message, and I'll be sure to get back to you". It is really shameful.
- We need a streetlight in the alley behind my house. It has been out-of-service for four years. Also, we need the alley cleaned out because the thieves have been breaking into our house in broad daylight. The sewers need to be cleaned out so water won't back up when it rains. The trees need to be cut, my sidewalk needs fixing, but I can't afford to pay to get it fixed.
- We need to first insure that there are things for our youth to do year-round to keep the crime rate low. There is nothing that I know of that the youth can do around here. The police response time is horrible. The only time it is good is if a gun is involved. I have missed work due to the snow not being plowed by city workers. I would like to say thank you for allowing me to voice my opinion.
- We would like to have a larger park in our neighborhood. We have a park, but it is a little tot park. We have a site near Ormond and Colonial Streets. We also need more police officers to patrol our little neighborhood of eight blocks. Our kids have nothing here, and I mean nothing. Coleman Young took everything away from us. Please help us.
- I don't ride the buses, I don't need EMS, I have never called the police, I don't go to Belle Isle, and I don't go to any City parks.
- I want to remain a Detroit resident. However, with two small children it is very difficult to find clean and safe areas for them to play. One park in my neighborhood, Stone Park, is always littered, and Belle Isle play equipment is in disrepair and unsafe. We need more "green" areas and walk paths.

- This is not a world-class city - shame on all of you!
- #1 - I had an emergency when a person was on our porch harassing and threatening my husband and I. We are senior citizens. I do believe the person on our porch was mentally ill and when I called the police they never came. We called that evening and again the next day and we were told that our call was considered low priority.
- #2 - I repeatedly called the Forestry Division to have a large branch of a city tree removed that was hit by a garbage truck. They promised to come, but months went by and no one ever showed up. We finally paid someone else to remove it.
- The Mayor made a fool out of the people in this City. No fee for Belle Isle.
- I have been a citizen in Detroit for many years. We need more surveys and someone responding to our neighborhood complaints. It is very dangerous to have children playing in a local park because of the drugs and the needles.
- Some City employees are helpful and polite, and there are some who are not. My house was torn down even after I paid for a postponement, which was an allowed time for repairs. There was \$800 worth of new lumber, roof vents, 50 pounds of roofing nails, 50 pounds of #8 sinker nails, a seventeen cubic inch freezer, a twenty-three cubic inch refrigerator, books, clothes, electric double oven stove, dining room furniture, all inside the house at the time of demolition. My point is that there are some miscommunications between City departments. The public by and large is not notified of most special programs. Drug dealers are prospering in our neighborhoods and the police are rude and unhelpful. The streetlight in front of my house has been out for years and the trees on city property adjacent to my house need trimming.
- The restroom facilities at Belle Isle are horrible. Our neighborhood is full of drug houses with young boys standing on the street corners selling drugs to all ethnic groups. Our recreation center, which has a swimming pool, is never available. The City claims that it needs repairs. They do not trim our trees like they once did in this area.
- I live in the 3800 block of 32nd Street. In March of 2001 high winds broke off big branches of a tree in the front of my house. I called the Forestry Division and was told that they were very busy and would be out in a few days. A few days came and went and no one ever showed up, so I cut some of the branches myself so that traffic could continue down the street. I continued to call and kept getting the run around. Finally, someone showed up and removed the big damaged limbs and informed me that the tree would have to be cut down. Much later someone told me that the tree would be removed as soon as outside work on several new housing projects was completed. Now it is October 2001 and the tree still stands. Why even have a Forestry Division?
- We truly need additional parks and recreational centers for Detroit children and teenagers. Perhaps these could be supervised by parents, and the City could charge a small fee. Please start using our tax money to maintain and make improvements to Belle Isle. It's a beautiful park, but the City officials are letting go to the "dump". It's not the Citizens of Detroit's who are at fault, it is our City officials who are at blame.

- Detroit seems to be the last to receive services, let alone quality services. Calls for information from government workers are a waste of time. They rarely give or know any information. Police officers, many who don't even live in the City, treat you like you're less than human when talking over the phone. Many City workers have long conversations with friends or members of the opposite sex while citizens stand in long lines. Many streets and alleys have many abandoned cars and the Police Department takes months to respond. Garbage pickup results in more garbage on the ground than in the truck. There's no such animal as "snow removal". Belle Isle is for the drug dealers, hookers, and young hopefuls looking for a mate. All people do on Belle Isle is stand around with beer and liquor in their hands, making it very unsafe for kids.